

SWITCHBOARD OPERATOR

DEFINITION: Under general supervision, performs work of routine difficulty in greeting, answering, directing phone calls and visitors for Navajo Nation government offices; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class

TASKS:

Assists incoming callers and clients; greets visitors and clients, determines their needs and refers them to appropriate staff member/office; takes messages and forwards to appropriate individual; logs in correspondence and refers to appropriate department; provides information and instructions on use of telephone system; assists with telephone, utilities, and radio communication service requests/calls; maintains inventory of telecommunication systems and equipment; authorizes and connects long distance telephone calls.

Activates and reprograms telephones; maintains and updates Navajo Nation Telephone Directory; assists with clerical duties such as preparing purchase orders, requisitions for direct payment, travel authorizations; picks up and delivers mail, payroll and travel reimbursement checks; maintains filing systems and statistics on completed/pending documents; assists clients; orders supplies; attends staff meetings, training and seminars.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of Navajo Nation departments, offices, and personnel.
Knowledge of operation and maintenance of Navajo Nation multi-line telephone systems.
Knowledge of customer service and public relations practices and procedures.
Knowledge of Navajo Nation policies, practices, procedures related to handling and utilization of telephone and radio communication systems.
Knowledge of computer hardware, software and peripherals.
Knowledge of general office and clerical practices.
Skill in entering and retrieving information into computer databases.
Skill in establishing and maintaining effective working relationships.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work is performed in a standard office environment.

MINIMUM QUALIFICATIONS: A high school diploma or GED; and one (1) year of receptionist/switchboard operator experience; or an equivalent combination of education training, and experience which provides the capabilities to perform the described duties.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.